



Making a positive difference
for energy consumers

To all consumer groups and
interested parties

Date: 13 June 2013

Ofgem welcomes £10 million payment by British Gas to directly benefit consumers

Ofgem welcomes today's [announcement by British Gas](#) that it has made a £10 million payment which will directly benefit energy consumers facing financial hardship.

The payment is made in response to the interpretation that British Gas had taken to the regulations which cover the way in which thermal energy in gas, known as calorific value, is calculated. British Gas has confirmed all its processes and procedures have now been updated to be fully consistent with the appropriate regulations.

The £10 million payment has been made to British Gas Energy Trust ("BGET"), which is designed to help consumers in severe financial difficulty. **The Trust's funding is open to all consumers in England, Scotland and Wales regardless of who their energy supplier is.** The Trust provides help in the form of grants to individuals and families to clear essential household debts, including energy debts and in some circumstances assist with the purchase of essential household goods and heating systems.

Ofgem encourages consumers who believe they are eligible for assistance to apply directly to BGET via their online application form at www.britishgasenergytrust.org.uk. In addition, Ofgem encourages consumer facing groups, who are well-placed to direct consumers to apply to the Trust, to make them aware of the extra funds available.

Yours faithfully

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